Driving *transformation* through collaboration

Capgemini | slb

Welcome to Aguascalientes

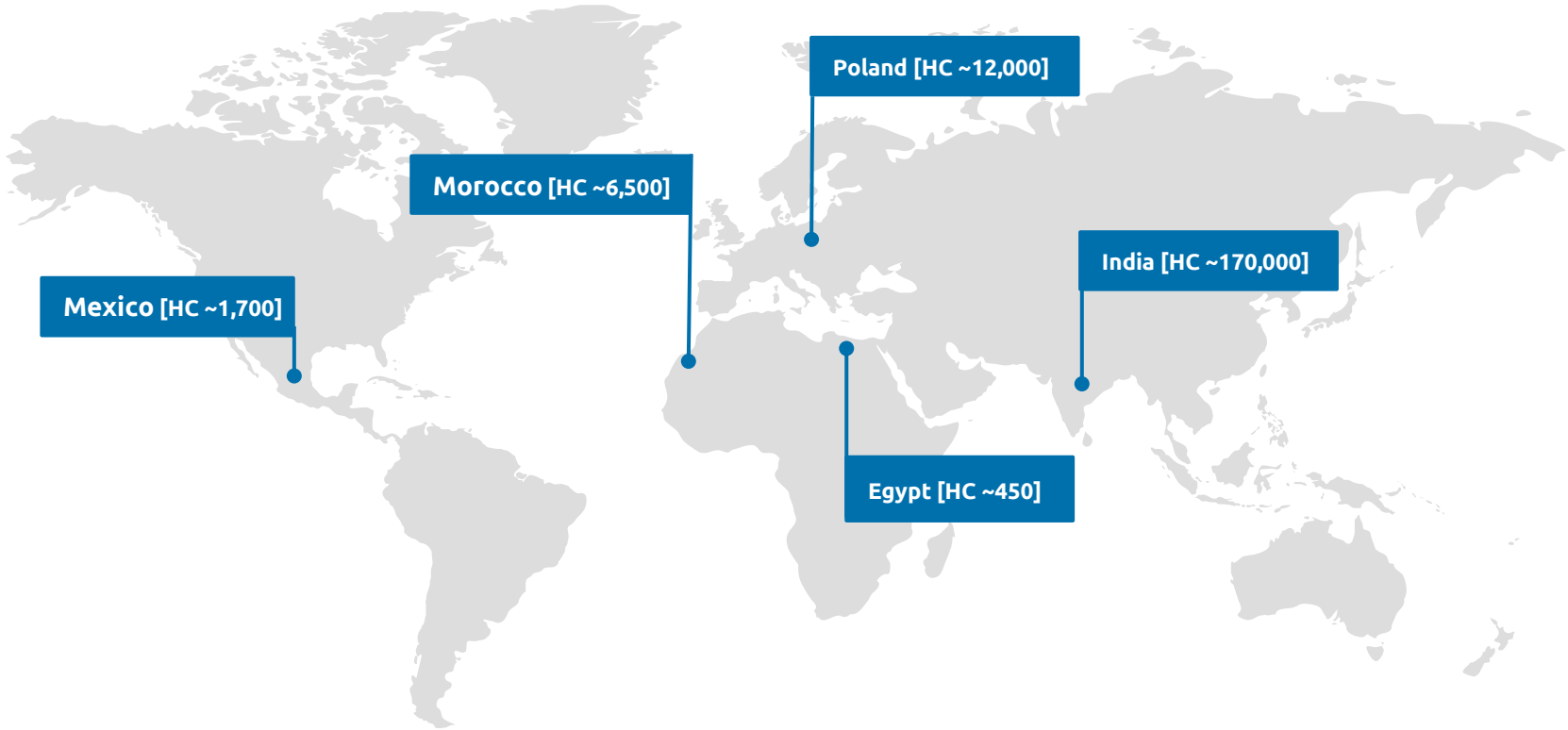
Mexico GDC

Company confidential

GDC Strategy & Capabilities

C&CA, Testing, SAP, I&D

Capgemini's Global Delivery Center Network



Countries selected based on five key criteria:

Talent Pool
Labor Costs
Political Stability
Competition
Relevance for Capgemini

GOALS

Increase Capgemini's delivery footprint and efficiency through :

1. Global Delivery Center (GDC) network across time zones
2. GDC enables standardized way of working & governance
3. Improve competitiveness
4. Cross-pollination of best practices with local adoptions
5. Remove the silo effect within a Global Delivery Cter

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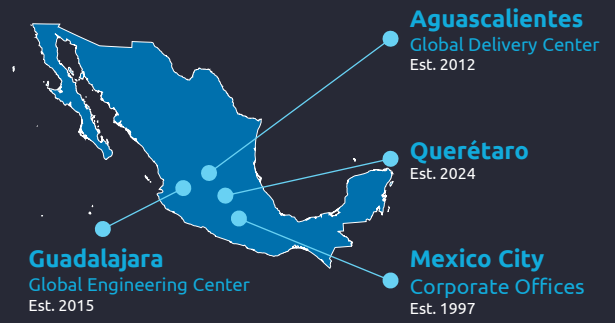
Mexico Insights

Capgemini has over 28 years of presence in Mexico, and 13 years in Aguascalientes:



Aguascalientes is a rapidly growing hub for manufacturing, technology, and logistics:

- Automotive
- Electronics
- IT services

GDC Location Strengths:

- High-speed backbone connection with the US
- Competitive labor market
- Skilled talent with English proficiency
- Strategic location in the *Bajio* region
- Secure and low-risk environment

Talent Acquisition

Mexican Talent is:

Young
Young IT/STEM talent supported by Mexico's youthful demographics

One of the largest in the world
Surpassing Japan, Germany, and France in the number of graduates

Specialized in STEM areas
+ 200K STEM annual graduates

TA resources:

- Referral program (internal)
- Internal opportunities (mobility)
- Job boards
- Partnership with top Universities
- Careers site (Success Factors)
- Social media – LinkedIn
- Employer branding campaigns

LinkedIn

Talent Retention

Flexibility

- WFH & WFA
  - Hybrid work policy, exceptions based on client needs
- Work-life balance
- Wellness program
- Psychological & medical support

Caring

- CSR and engagement activities
- Environmental Sustainability
- Diversity, Equity, and Inclusion
- Great Place to Work
- Capgemini Close2U
- Competitive compensation & benefits

Career Path & Growth

- Talent mapping
- 360° Feedback
- English programs
- Upskilling programs & certs.:
  - Project Mgmt.
  - People Mgmt.
  - Technical skills

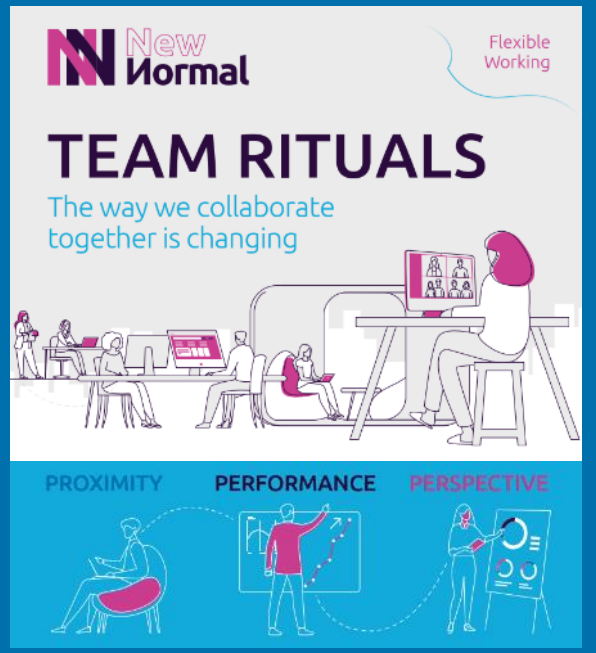
SAP SuccessFactors · English First · coursera · MyLearning

Hybrid Work

Capgemini prioritizes work-life balance, offering flexible options for where and how work is done.

Hybrid work, including remote options, is available for most employees, with flexibility to work from home up to 70% of their time.

- ~50% of the Ags HC is working 100% remotely.



C&CA Capgemini Capabilities

The C&CA Practice includes **900+** consultants in Mexico

70% Developers Java, MSF, Mobile
Pega, Power Apps APIs, Microservices
BPM Cloud: Azure, AWS, GCP

20% PMs, Scrum Masters, Business Analyst

10% Architects | Technical Leaders

Microsoft · IBM Platinum Business Partner · Java Community Process · ORACLE · CAST · GitHub · Google · ISACA CMMI Performance Solutions · CMMI · aws

DIGITAL FACTORY

- Custom Business Solutions
- API & Microservices Factory
- Application Integration

CLOUD SERVICE

- Apps Modernization
- Cloud Native Solutions

LOW CODE DEVELOPMENT

- PEGA
- Power Apps

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Testing Capabilities

The Testing Practice has **700+** consultants in Mexico

experitest · Perfecto by Perforce · TRICENTIS · blueprint · MICRO FOCUS · Se · Microsoft

MANAGEMENT TEST SERVICES

- Implementation
- Government
- Review
- Operations

QUALITY TRANSFORMATION SERVICE

- Audits
- TPI/QBP
- STI
- Quality Control

SPECIALIZED TEST SERVICE

- Non- function
- Functional
- Automation
- Tools

PBS SAP Capabilities

Our Experts 250+ experts in Mexico

Customer Experience

SAP CX, BRIM, OTC & Qualtrics

HR & People Engagement

SAP HCM, HCM Payroll, SAP Success Factors (Employee Central, Recruitment, Learning, Payroll)

Supply Chain

SAP IBP, SAC , APO, GTS, TM, EWM, AIN, EAM, PLM

Network & Spent Management

SAP Ariba, S/4 HANA, SAP Concur

Digital Finance

S/4 HANA Finance, Central Finance, Group Reporting, BPC, SAC

Digital Manufacturing

Industry4now, MII/ME, S/4HANA Manufacture

Analytics

SAC, Data Sphere, BPC, Group Reporting

Technical Features

Basis, CPI, PI/PO, BTP, GRC, Security & Roles

Implementations on S4H

Brownfield, Rightfield (Hybrid) & Greenfield

"Brownfield" Approach

Convert today's ERP solution and data as smooth and noiseless as possible to S/4HANA. Minimal adjustments and maximal continuity for the business.

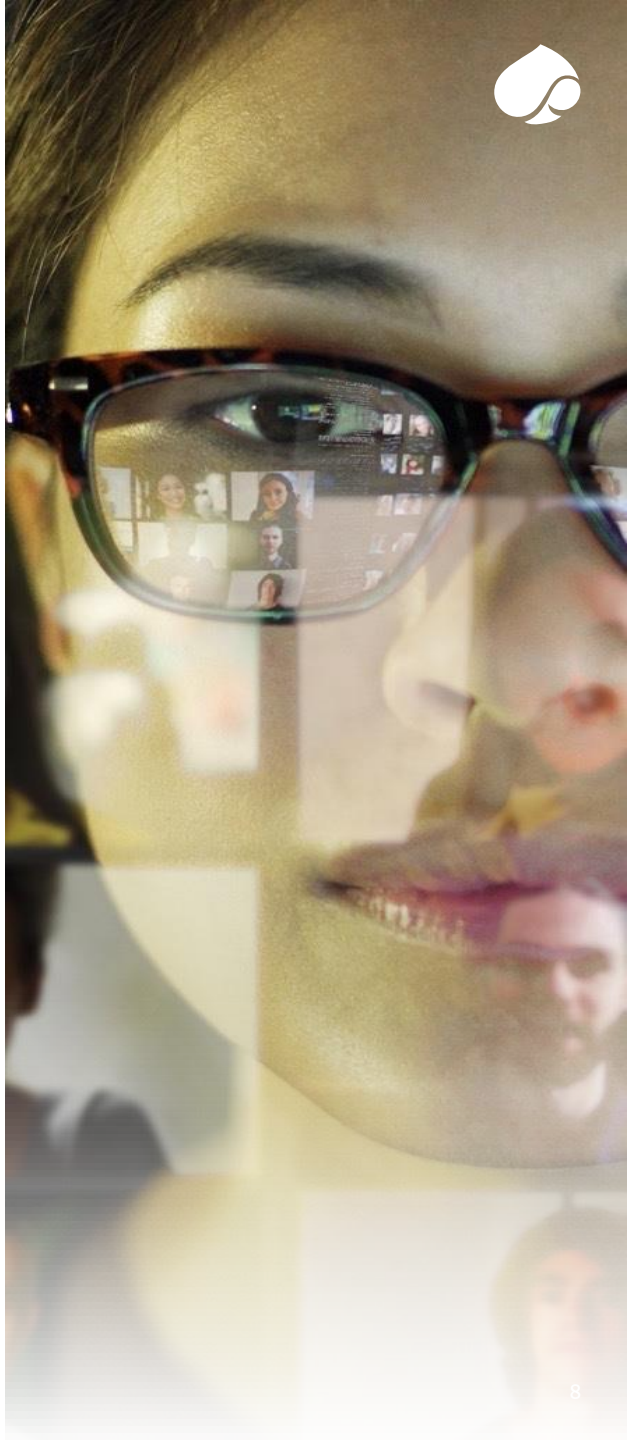
"S/4HANA Rightfield"

"Greenfield" Approach"

Design „from scratch", optimized processes & solutions. Often combined with new or adjusted Target Operating Model. New process templates, solutions & data models. Significant changes for IT & Business inevitable.

The best of both approaches. Always individual!

- Assessment & transformation
- Rollouts for SAP S/4HANA
- Module and product implementation
- AMS through Application ADMNext



Insights & Data Capabilities

The I&D Practice has more than 27,000 team members globally, 2,550 in North America and more than 150 in Mexico

350+ Industry SMEs and Domain experts globally

150+ engagements delivering leading edge Gen AI, Agentic AI, ML, Data Science & Engg. solutions

Microsoft aws Google SAP

databricks Informatica snowflake mongoDB.

Data Strategy & Governance

- Data Governance
- MDM Strategy
- Data-First Model
- Next Gen Data Architecture

AI Analytics & Data Science

- Augmented BI
- Data Viz
- Data for AI
- Generative AI

AI & Data Engineering

- Analytics to AI Discovery
- Data innovation
- AI & Analytics CoE
- Azure CoE

GBS Overview & Unilever Story

Table of Contents

1 Introduction to GBS

- Capgemini Business Services Overview
- Signature Issues & Strategic Imperatives
- GBS Models and GBS Evolution & Maturity
- Capgemini GBS Capability GBS Benefits & Outcomes
- GBS case studies

2 AI in GBS

- Market Trends & Outlook
- AI in GBS Path forward
- AI Agents Evolution
- How Capgemini helps companies
- Sample Use Cases

3 Appendix

- Assets & Accelerators | Details
- Additional Perspectives & Considerations

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Capgemini's GBS Capability for Schlumberger

Capgemini

BUSINESS SERVICES IS A GLOBAL BUSINESS LINE OF CAPGEMINI THAT HELPS REIMAGINE YOUR BUSINESS OPERATIONS TO DELIVER FRICTIONLESS ENTERPRISE

KEY FACTS ABOUT OUR BUSINESS

26 years of experience

A multicultural team of **30,000+** professionals

~40 languages and **24/7/365** Global Operations

~120 clients in 180+ countries and territories

Flexible, platform-based methodology for business transformation, automation, and benchmarking

D-GEM reviews and validates impact of technology on your people and their capabilities

Industry know-how and leading solutions across all major sectors

GLOBAL DELIVERY NETWORK

INTELLIGENT FINANCE & ACCOUNTING OPERATIONS

- Margin improvement
- Revenue growth
- Working capital increase
- Greater controls

INTELLIGENT SUPPLY CHAIN OPERATIONS

- Revenue growth
- Enhanced customer experience
- Margin improvement

INTELLIGENT PEOPLE OPERATIONS

- Enhanced employee experience
- Improved employee engagement
- Talent development

INTELLIGENT CUSTOMER OPERATIONS

- Enhanced customer experience
- Improved customer engagement
- Revenue growth

COGNITIVE PROCUREMENT OPERATIONS

- Enhanced customer experience
- Reduced cost
- Increased productivity

INTELLIGENT PROCESS AUTOMATION

- Enhanced customer experience
- Improved efficiency
- Enhanced agility

GBS CONSULTING & TRANSFORMATION

- Increased operational efficiency
- Digital Transformation
- Business Outcomes
- Reduced cost

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Signature Issues & Strategic Imperatives

As companies are facing increasingly complex, multi-faceted challenges*, GBS proves to be the game-changing, transformational solution to overcome these issues head-on. *(Capgemini-HFS Study 2024)

KEY CHALLENGES | *What we learned from our 500+ survey respondents to the Capgemini – HFS Survey 2024…*

REVENUE & MARGIN PRESSURE
Driving revenue growth and improving profitability and margins (#1 business priority).

COST & PRODUCTIVITY
Reducing costs and enhancing operational performance — while maintaining service quality.

STRATEGIC FOCUS
Aligning organizational focus around growth, innovation, and digital transformation / enablement.

TALENT SHORTAGE
Attracting and retaining skilled talent — particularly in specialized and digital domains.

INNOVATION SPEED
Accelerating product and service innovation to improve speed-to-market.

DIGITAL TRANSFORMATION & CX MODERNIZATION
Elevating customer experience and modernizing operations through rapid digital transformation and emerging technologies such as Agentic and Gen AI.

INSIGHT-DRIVEN ORGANIZATION
Moving from retrospective reporting to real-time, insight-driven decision-making.

REGULATORY DEMANDS
Ensuring compliance with evolving regulatory, security, and privacy requirements (e.g., ESG, tax policy, data governance).

GBS, WHY NOW? | *"GBS isn't just about cost anymore — it's about scaling transformation, unlocking agility, and building a smarter, more connected enterprise."*

74% *of GBS organizations agree "it is time to change the narrative, from cost-out only to value. –*

TALENT ACCESS | GBS enables access to global, specialized talent with deep domain expertise—aligned to delivering business outcomes.

BUSINESS AGILITY & RESILIENCE | GBS enhances organization agility with rapid allocation of resources and built-in business continuity, supporting faster response to change.

ELEVATED CUSTOMER EXPERIENCE | GBS delivers consistent, integrated, intelligent service excellence elevating customer experience across the value chain.

DATA & INSIGHT-DRIVEN FOCUS | GBS powers real-time insights, predictive analytics, and enterprise-wide data flow, enabling smarter decisions at scale.

VALUE CHAIN & ECOSYSTEM ORCHESTRATION | GBS moves beyond the back-office to becoming an orchestrator of innovation and enterprise capabilities—powered by AI, new technologies, and evolving skillsets.

BUSINESS VALUE UNLOCK | GBS simplifies, standardizes, automates, and scales operations—driving and unlocking productivity, ROI, and strategic growth / innovation, while shifting focus from KPIs to Key Performance Outcomes (KPOs).

DIGITAL TRANSFORMATION ACCELERATOR | GBS accelerates digital adoption through automation, AI, analytics and an integrated tech-enabled backbone, helping the business move faster and smarter.
GBS is key to prepare organizations to move to Agentic and will be at forefront of solving immediate impact to HR/People challenges

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GBS Market Trends & Outlook | Future of GBS

As thought leader in the GBS industry, we believe that the GBS organization is shifting and changing in 7 critical ways.

CAPGEMINI – HFS STUDY 2024 |

1 Scope: Shift from silos to synergy

Shift from defining your scope by functional activities to enterprise-wide data flows. The goal is a seamless, connected enterprise that maximizes digital transformation

2 Success measures: From KPIs to key performance outcomes (KPOs)

Move beyond operational cost reduction and productivity metrics. Start measuring customer satisfaction, revenue growth, and process transformation.

3 Technology: From enabling process to creating competitive advantage

Generative AI (GenAI), machine learning, and hybrid/multi-cloud solutions will be central to driving innovation and delivering business outcomes, not just enabling operations.

4 Data: From reports to revenue

Leverage data as a core asset for decision-making and value creation. Generate insights that drive strategic decisions and uncover new value sources.

5 Skills: Beyond labor arbitrage (finally!)

Emphasize acquiring new and hard-to-find skills over traditional cost-cutting measures. Focus of soft skills (communication, negotiation, etc.) and nurture talent that drives innovation and transformation.

6 Third-party providers: From vendors to orchestrators

Evolve third-party providers from transactional vendors to ecosystem orchestrators that would bring new skills, technologies, and capabilities to support your GBS transformation.

7 Commercial models: From counting bodies to measuring outcomes

Engagement models with third-party providers must become more flexible and outcome-based. This promotes GBS initiatives align with business objectives and deliver measurable results.

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Companies choose from four different GBS operating models based on their needs

Captive/GCC

- **Own center,** typically in a low-cost location
- All activities performed without the **involvement of service provider**

BOT
(Build Operate Transfer)

- **Third party** manages entire operations setup as a JV
- **Stabilized and transferred back to the client** after stipulated period

Hybrid
Captive + Outsourced

- **Own center** and **Service Provider Locations**
- Transition, governance & program management provided by **service provider**

Our Understanding of SLB's GBS Model

Outsourced

- Everything is managed by service providers based on SLA (Service Level Agreement) contracts

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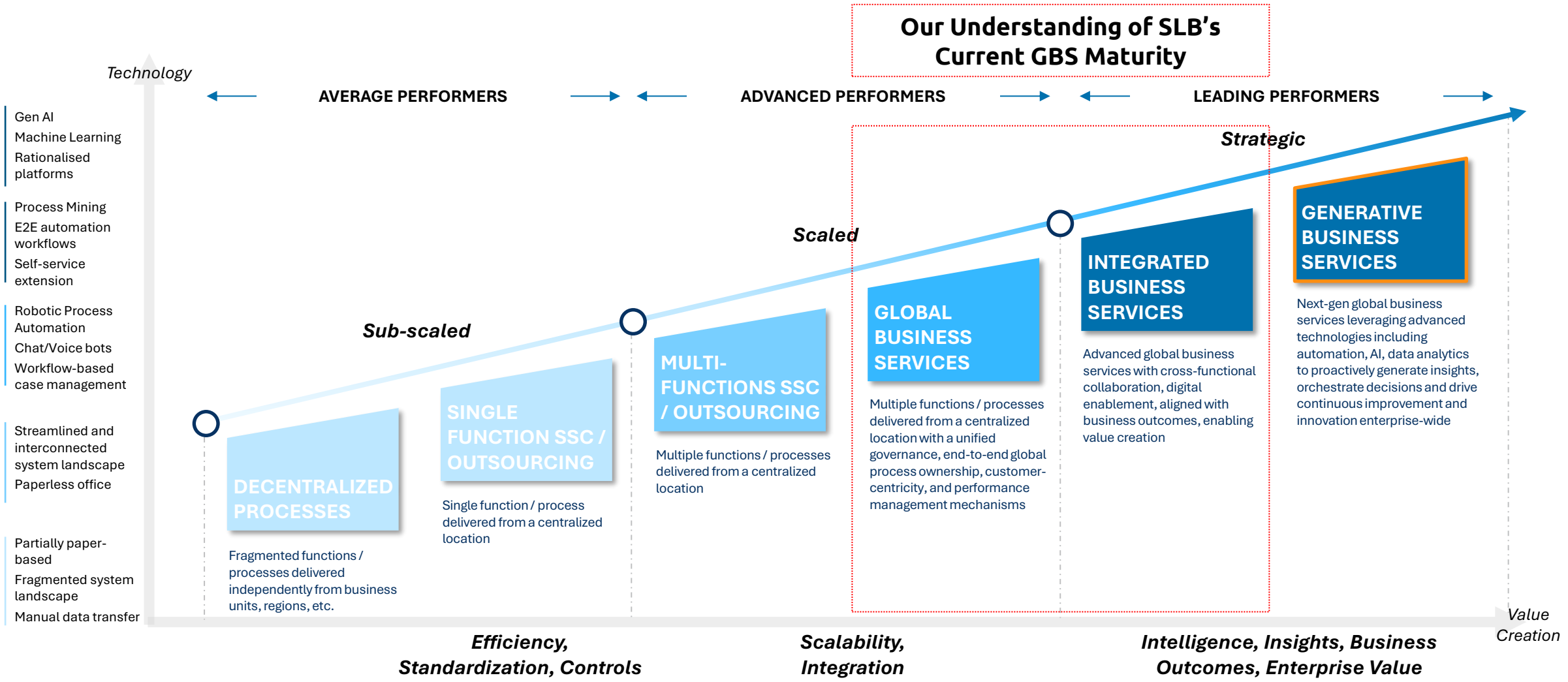
GBS Evolution & Maturity

Organizations have evolved from decentralized and fragmented services / functions to integrated, generative business services, shifting focus beyond transactional operations to driving enterprise value, strategic business insights and innovation.



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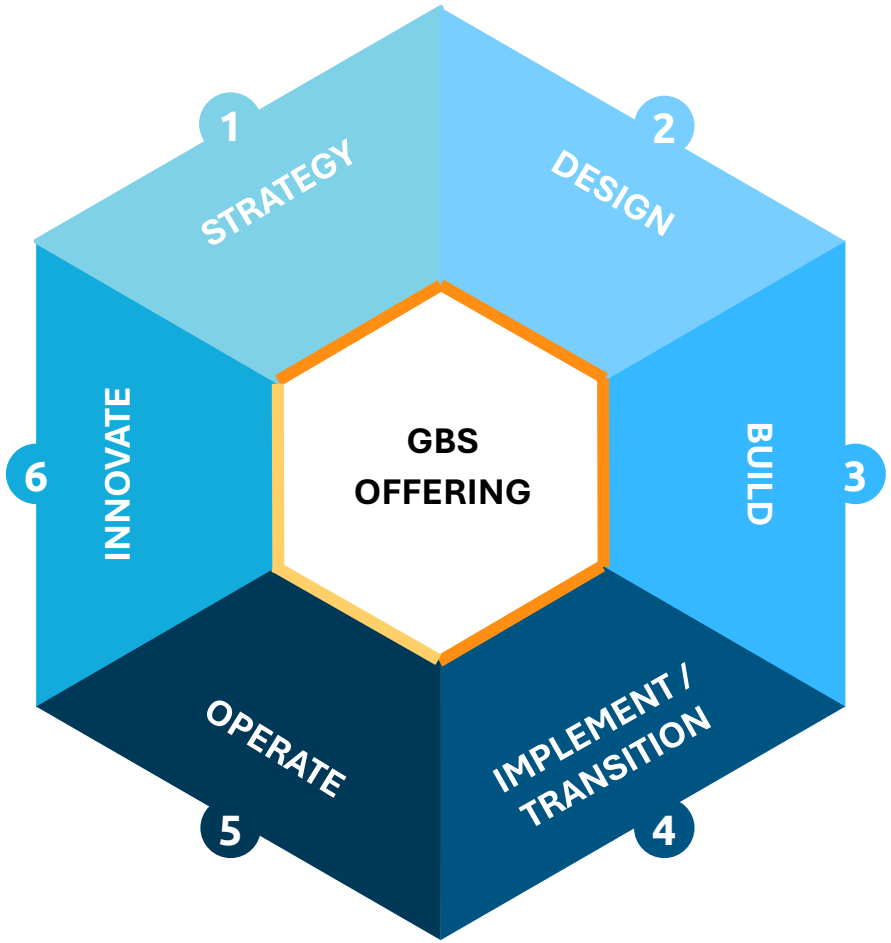
Capgemini helps client's across the range of GBS Journey

Capgemini offers end-to-end and modular consulting transformation and operational services spanning from strategy through design and implementation to delivery and innovation, supporting companies in their GBS transformation journey. Clients can select the full service or specific solutions tailored to their unique needs.



1. STRATEGY

2 to 3 months

- Vision & Strategic Value Drivers
- Capability Assessment (including activity analysis, maturity assessment, etc.); Feasibility Assessment (including fit & readiness, gap analysis, process split hypotheses, etc.)
- High-Level Operating Model
- Location Strategy; Implementation / Transition Strategy
- Business Case & Strategic Roadmap

2. DESIGN

3 to 6 months

- Detailed Op. Model Design (including service catalogue, KPIs, KPOs, SLAs, org. structure, governance and interactions model, etc.)
- Global Process Model Design
- Technology & Data Enablement Design (e.g., automation, AI, etc.)
- Detailed Implementation / Transition Plan
- Change Management & Communication Strategy & Plan

3. BUILD

3 to 6 months

- People & Talent Setup: Resource Sourcing, Recruitment, HR Setup
- Governance Setup
- Operations Setup
- Site & Logistics Setup
- Infrastructure & Technology Setup

4. IMPLEMENT / TRANSITON

3 to 18+ months

- Ramp-up
- Impact Assessment & Gap Analysis
- Knowledge Capture, DTPs & SOPs
- Knowledge Transition, Training
- Go-Live Support

5. OPERATE

Ongoing / Continuous

- Operations Stabilization
- Managed Services Deployment
- Services Delivery & Execution
- Performance Management, Benefits Realization Tracking
- Technology & Data Solution Enablement
- "Flying Squad"

6. INNOVATE

Ongoing / Continuous

- GBS Enablement
- GBS Maturity Assessment
- Talent Seeding
- Transition & Recruitment as a Service
- AI Strategy and Implementation for GBS
- Value Realization Office Setup
- Continuous Improvement & Innovation

TRANSFORMATION **OPERATIONS**

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GBS Benefits & Outcomes

GBS transformations typically drives benefits and value through operating model optimization, digital transformation, labor arbitrage, productivity gains and unlocked business outcomes.

Benefits Drivers	Estimated Benefits Range*
COST OPTIMIZATION | Operating model optimization, process centralization, labor arbitrage, right-sizing / skilling, ERP modernization funding (S/4, Oracle)	**~40–50⁺%**
DIGITAL TRANSFORMATION | GBS in frontlines for identifying GenAI and Agentic AI use cases and implementing at scale; building data trust; digitization of workflow platforms	**~30-40⁺%**
PRODUCTIVITY IMPROVEMENT | Process and Policy standardization, improvement, and adoption	**~20-30⁺%**
BUSINESS OUTCOMES UNLOCKS | Illustrative examples include Revenue growth, cash flow optimization / working capital improvement (DPO, DSO), speed-to-market, customer satisfaction, Spend Savings etc.	Revenue growth: **~1 – 4 %** DSO improvement: **~5-10%** Speed-to-market increase: **~30-70%** Customer satisfaction increase: **~20-30%** Spend Savings: **~6-9%**

**estimated benefits range are indicative and may vary depending on scope, org. maturity, etc.*

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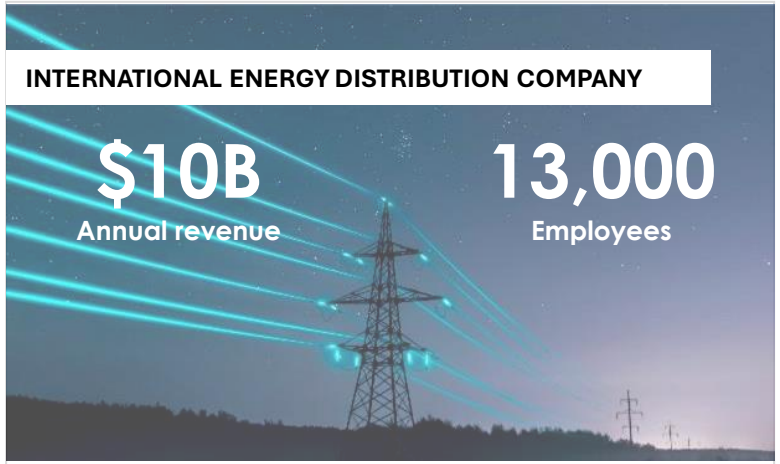
GBS Success Stories | Work Centralization

Capgemini's expertise and experience in GBS is backed by our proven track records of 200+ GBS client portfolio across industries and regions. Below is a sample set of success stories

UGI



SHARED SERVICES CENTER DESIGN & IMPLEMENTATION

Client needed to drive efficiency for its global support functions including Finance & Accounting and Customer Operations through centralization of its transactional activities. Looking for a consulting partner to drive GBS / operating model transformation from end-to-end.

- Feasibility assessment, location analysis, business case development
- Design & implementation of 2 SSCs in US and Europe
- Future State Design leveraging DGEM, ESOAR and Business Optix
- Transition of 300+ FTEs into SSCs

KEY RESULTS

300+	$12+M	30%
FTES transitioned into SSC	Labor Arbitrage	Productivity Gains

AIRGAS

BUSINESS SERVICES CENTER VISION & STRATEGY

Client needed to improve its organization's competitiveness while setting up a global business services center in Latin America for its Finance & Accounting function to achieve cost savings, process optimization and expertise centralization

- Vision, strategic value drivers and design guiding principles definition
- Capability maturity assessment
- Improvement opportunities identification and prioritization (152 initiatives)
- Business case supporting labor arbitrage, productivity gains and business outcomes estimations
- Strategic transformation roadmap development

KEY RESULTS

480+	$9.3M	19%
FTES transitioned into SSC	Labor Arbitrage	Productivity Gains

SBM OFFSHORE

GLOBAL BUSINESS SERVICES DESIGN & IMPLEMENTATION

Client needed to optimize its supply chain operating model through work centralization focusing on increasing process standardization, scalability and innovation.

- Feasibility assessment, business case development
- Op. model and sourcing strategic choices recommendations
- Design & implementation of SSC
- Future State Design leveraging DGEM, ESOAR and Business Optix

KEY RESULTS

350	$18M	30%
FTES transitioned into SSC	Labor Arbitrage	Productivity Gains

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GBS Success Stories | Cost Optimization & Outsourcing

Capgemini's expertise and experience in GBS is backed by our proven track records of 200+ GBS client portfolio across industries and regions. Below is a sample set of success stories

UNILEVER

SUPPLY CHAIN DELIVERY MODEL TRANSFORMATION AND OPERATIONS

Client needed to standardize and automate its Supply Chain processes; integrate planning functions; optimize supplier mix and reduce stocks

- Design & Implementation of Global Process Model for planning, order and execution processes
- Run of Planning-as-a-Service for the client
- Transformation into Integrated Operations
- Setup of Transformation & Innovation Office (TIO) to deliver continuous improvement
- Design & Implementation of process automation and data-based solutions

KEY RESULTS

$30M audit cost savings

$50M Cost reduction

18% Stock reduction

PHILLIPS66

SERVICE MODEL DELIVERY TRANSITION & OPERATIONS

Client needed to standardize and centralize its Finance & Accounting, Procurement processes across business units and regions.

- Design of target operating model
- Transition of 320+ FTEs into 3 Capgemini delivery centers
- Communication & Training engagement
- Support to transfer knowledge
- Deployment of Intelligent Command Center and CFO dashboard to measure performance

KEY RESULTS

320+ FTES transitioned into BPO

900 Labor DTPs produced

FEDEX

GLOBAL BUSINESS SERVICES DESIGN & IMPLEMENTATION

Client needed to optimize and centralize its Order to Cash process globally and looked for a partner to build a leading practice hub from strategy through transition to operations.

- Transition of 2,000 FTEs for Europe, APAC
- Setup of Transformation & Innovation Office
- Deployment of business modelling through Digital Twin
- Deployment of Intelligent Command Center

KEY RESULTS

2,400+ FTES transitioned into BPO

50+% cost reduction

20% Improvement in DSO

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AI in GBS

Capgemini

7 Key Emerging Trends from Capgemini and HfS Generative Business Services Study

1.Rise of agentic AI and impact on value beyond point solutions
Enterprises have latched on to agentic AI for its several features. Agentic AI brings action to AI, and we expect to see it embedded in solutions delivering end-to-end value and helping AI partners drive a greater focus on business value outcomes as automation moves from task-based to goal-based. This will help organizations move beyond point solutions, where traditional or previous service engagements are constrained to point solutions rather than transformation.

2.Services-as-software across the value chain
As part of the shift towards agentic vision, services firms will replace labor arbitrage with AI-powered software-as-a-service arbitrage, thereby changing how enterprises consume services. This will fundamentally change the software development lifecycle and, in some cases, shorten it by 10x. This trend should accelerate throughout 2025.

3.Democratization of AI through generative models
Generative models are the natural language data interaction. It's no longer confined to technology teams or specialized roles but rather empowers every employee to interact with AI systems seamlessly. This trend is expected to continue as companies harness the power of these tools for their own competitive advantage by enabling faster decision-making processes that leverage large volumes of data more efficiently than ever before possible without human intervention at all levels within an organization hierarchy (e.g., automated decision-making while maintaining compliance standards). The democratization process also enables organizations' operational hierarchies to allow decentralized decision-making while maintaining compliance standards across various functions within an organization.

4.GenAI as the new data powerhouse
GenAI is revolutionizing how enterprises manage and utilize data. It not only processes vast amounts of structured and unstructured data but also generates insights that drive better decision-making faster than ever before possible previously thought achievable through traditional methods alone (e.g., manual analysis). The shift enables enterprises to rethink their entire approach towards managing big datasets by leveraging machine learning techniques like deep learning algorithms which can analyze massive datasets quickly providing real-time insights into business operations such as customer behavior patterns or market trends etc., resulting in significant improvements overall efficiency gains throughout enterprise operations globally when combined together effectively using intelligent document processing (IDP) enables seamless workflows that drastically reduce manual intervention required previously thought necessary before now possible thanks largely due advancements made recently over past few years alone making this one most exciting times history technology industry today!

5.AI-driven ecosystems: the new competitive frontier
The success of GenAI hinges on ecosystem collaboration. Enterprises are increasingly engaging with an expanded network of partners—from cloud providers such as AWS to AI specialists such as Anthropic. These ecosystems facilitate co-creation and scalability, blending industry-specific solutions with foundational technologies. Enterprises that build these collaborations effectively will define market leaders in the Generative Enterprise era.

6.Hyperpersonalization and the era of human AI collaboration
Hyperpersonalization is the new battleground for customer and employee loyalty. GenAI enables enterprises to deliver tailored experiences at scale, from personalized marketing campaigns to custom-tailored HR support that can improve retention and well-being—making this another area where enterprises are looking to invest heavily in 2024. Enterprises will also need to navigate how humans and machines work together more seamlessly. This trend extends beyond traditional marketing into HR, IT, engineering, supply chain, and virtually any function where humans interact with machines.

7.Regulation, deregulation, and China
The US President Donald Trump had already backed the Biden directives on AI, removing regulatory shackles that have held back innovation while carefully watching his Stargate Infrastructure Initiative unfold in China. China has set up their own alternative frameworks to ChatGPT et al., leveraging its national data security act that restricts foreign access. Leave the race to AGI to governments and hyperscalers—customers won't want their data locked up abroad or caught up in recent R&D disasters.

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GBS Market Trends & Outlook | GBS & AI

With human-business and business-business data-driven experiences taking center stage, the businesses can become interconnected ecosystems of autonomous capabilities and business experiences.

AI is a major transformation lever for GBS

Empowered Stakeholders

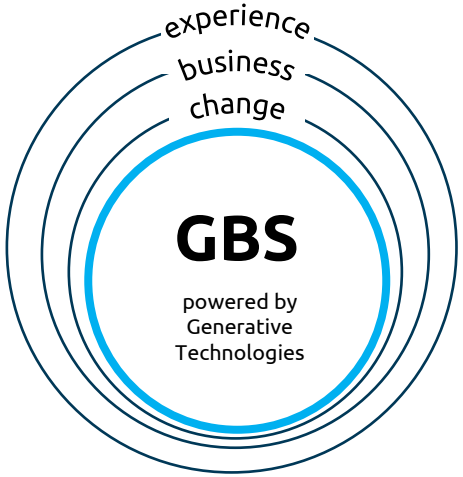
Gain personalized insights and on-demand deep dives thanks to predictive and preventing analytics powered by automated insights and personal digital process assistants.

Ecosystem of Automation

Break the business technology silos with API-first and cloud-native toolkit automating entire value chains across processes - without any manual work. Powered by Generative AI.

Autonomous Processes

Embrace Enterprise-on-demand powered by self-generating business processes and next-generation business platforms with processes operated programmatically without manual work.



Autonomous Interactions

Both system and people need to seamlessly exchange information at speed and scale – build thanks to power of API-economy and Generative AI enabling next-generation of Self-Service and AI-first business experiences.

New Process Experiences

Redefine your business processes that clients and employees love by inviting automated transformative opportunities with Human-centric GenAI and Self-Service capabilities.

Autonomous Data

Shape enterprise ecosystem of data powered by personal data assistants helping you to identify, transform and extract information across entire connected enterprise.

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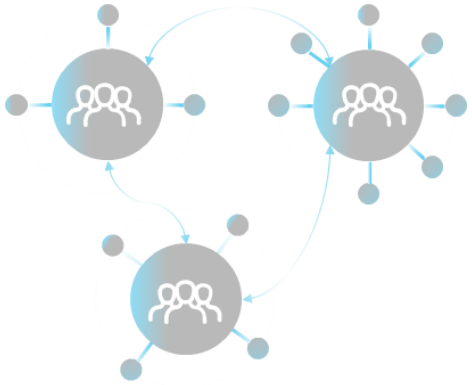
GBS Market Trends & Outlook | GBS & AI – Path Forward

AI-agents are set to reshape GBS operations and unlock next-generation capabilities, driving value creation far beyond traditional productivity gains.

JOURNEY TO DATE

REGIONAL HUBS, SUPPORTED BY LOCAL SPOKES

HEADCOUNT HEAVY

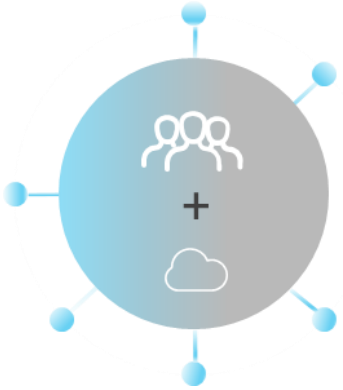


Headcount	●●●●●
AI-Agent Efficiency	●●○○○
Potential Value Unlock	●●○○○

TODAY

CONSOLIDATION TO GLOBAL MEGA CENTER(S), E2E FUNCTIONAL INTEGRATION SUPPORTED BY LOCAL SPOKES

HYPER-AUTOMATION HEAVY WITH HUMAN ON THE LOOP

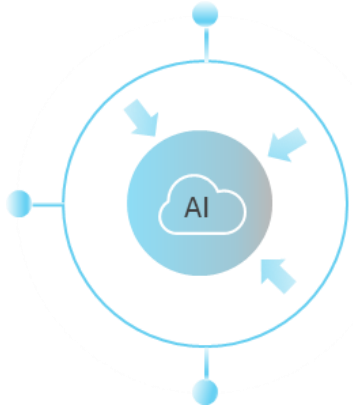


Headcount	●●●○○
AI-Agent Efficiency	●●●○○
Potential Value Unlock	●●●○○

TOMORROW

STREAMLINED GLOBAL MEGA CENTER(S), MULTI-FUNCTION WITH LIMITED LOCAL SPOKES

MULTI-AGENT AI ENTERPRISE TO UNLOCK FULL SET OF BUSINESS OUTCOMES



Headcount	●○○○○
AI-Agent Efficiency	●●●●●
Potential Value Unlock	●●●●●

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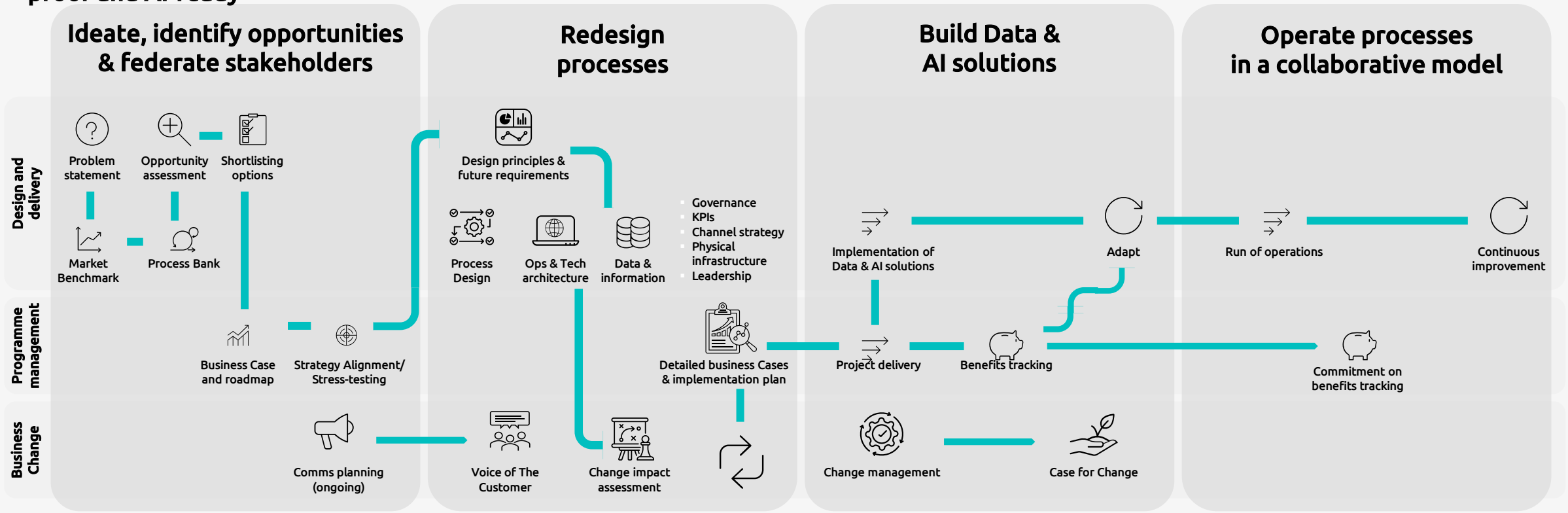
During that evolution Transition and Change Management are critical *to fully utilize long term potential of people, processes, data and technology*

CONTEXT

- Your company has the ambition to **transform & reinvent** the Business Flows
- Executive alignment around the need to **increase attention on AI**
- Additional AI scope added to ensure that the future organization is **future-proof and AI-ready**

DELIVERABLES

- AI-first process design framework
- Map the new suggested processes/business capabilities
- Change & Life Cycle Management Approach



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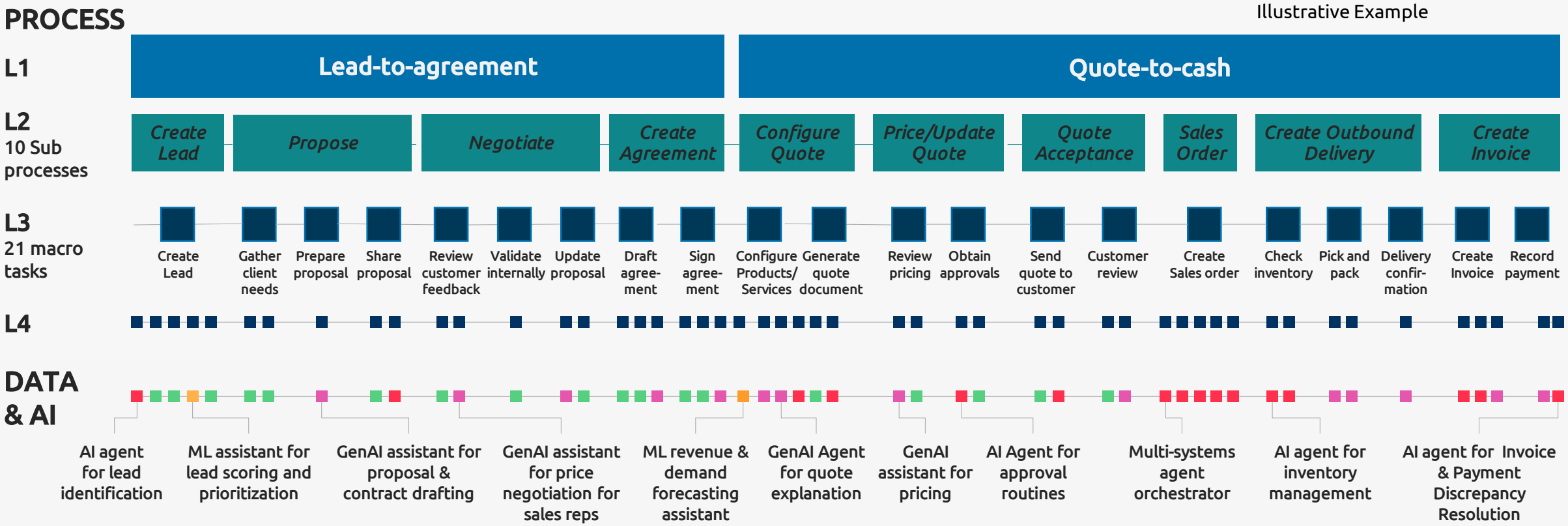
Augmentation of Human Processes with Agentic AI

Data | AI/ML | Gen AI | Agentic AI

Illustrative Example



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GBS Market Trends & Outlook | GBS & AI – Illustrative Use Cases

AI augments, automates, and expands processes across business functions with GBS organizations

Illustrative

Business functions

Intelligent supply chain operations (ISCO)

- Contract draft generation
- Order optimization and self-generation
- Predictive maintenance
- Inventory self-management
- Vendor self-service

Intelligent finance & accounting operations (IFAO)

- Account self-management
- Customer self-service
- Document analysis
- Insight generation
- Employee training
- Cash collections

Intelligent people operations (IPO)

- CV & resume analysis
- Automated Interview Insights
- Augmented training
- Employee feedback understanding
- Well-being assistance

Intelligent customers operations (ICO)

- Augmented self-service
- Multilingual support
- Knowledge base generation
- Product packaging design
- E-commerce content hyper-optimization

Financial services operations

- Banking and financial documents
- FS process Log Classifier
- P2P-Tax Code Predictor
- GenAI Image Labelling
- Document Translator

Cross functions

Sustainability & ESG reporting

ESG reporting trainings
ESG documentation summarization
Environmental performance reviews
Report insights Q&A self-service
Carbon footprint reduction guidance

Automation & data

Complex document understanding
Use case recommendations
Performance Insight generation
Unstructured data handling
Human-in-the-loop automation
API generation

Analytics & insights

Automated commentaries
Hyper-personalization of insights
Content suitability verification
Automated report generation
Q&A self-service for insights

150+

Task-level use cases identified

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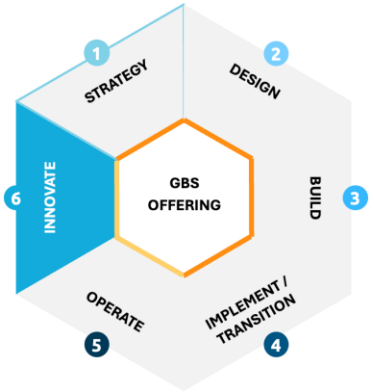
GBS Offering | AI Deep Dive

Capgemini offers a comprehensive suite of services for AI enterprise adoption integrated seamlesslyy to the GBS transformation journey.



STRATEGY	SOLUTIONING	INTEGRATION	DELIVERY	OPERATIONS
Understand AI, find business opportunities and upskill your team to drive adoption across business.	*Select right technology and architecture for your use case while ensuring long term benefits.*	*Combine enterprise systems for data & intelligent process automation.*	*Implement working AI solution with best-in-class global delivery capabilities.*	*Sustain high quality service for your AI & Automation ecosystem.*
AI Awareness	AI for HR	GenAI for RPA	Cloud AI	Managed AI-Ops
AI Academy	AI for Supply Chain	GenAI/Agentic AI for ERP	Automated ML	
AI Co-Innovation	AI for Contact Center	Data Labeling Services	AI for Text & Documents	
AI Operating Model	AI for Finance		GenAI for Computer Vision	
AI Opportunity Shaping	AI for IT		GenAI for Speech	
			AI for Decisions	
		AI for Language Dependency Reduction (AI-LDR)		

Joint AI Technologies CoE

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Capgemini's Competitive Advantage & Key Differentiators in GBS

Capgemini is uniquely positioned as a preeminent advisor and trusted partner to support clients in their GBS transformation journeys combining capabilities and skillset, functional and industry expertise, market insights and leading practices, digital prowess, etc.

END-TO-END GBS CAPABILITIES

Comprehensive, integrated, GBS transformation offering from strategy through operations / execution; "Consulting to Ops" one-stop shop

GLOBAL DELIVERY NETWORK

Agile, global delivery resources and network in-market, nearshore and offshore, powered by over 26,000 experts across Americas, EMEA and APAC

DEEP FUNCTIONAL DOMAIN & INDUSTRY EXPERTISE

Deep functional and industry expertise across Finance, Supply Chain, Sales, IT, HR, etc. serving all industries (CPRS, MALS, TMT, FSI, etc.)

STRONG TECHNOLOGY ECOSYSTEM

Robust ecosystem of strategic relationships, partnerships and alliances with technology providers across ERPs, automation, AI, cloud platform, etc. (SAP, Workday, Blackline, Celonis, etc.)

GLOBAL LEADER IN DATA & AI

Market leading data & AI capabilities embedded to power intelligent GBS operations with 30,000 data consultants and 1,000+ dedicated to AI

PROVEN ASSETS & ACCELERATORS

Extensive library of proprietary pre-built assets and accelerators, leading practices including DGEM & ESOAR to accelerate transformation programs

BUSINESS TRANSFORM. ORCHESTRATOR & INTEGRATOR

Orchestrators & integrators for large-scale and complex operating model, process, and digital transformations for seamless integration between business capabilities and tech. solutions.

BUSINESS OUTCOMES MINDSET

Business Outcome-focused approach with proven frameworks for enterprise value creation and realization

RECOGNIZED AS GBS MARKET LEADER

Consistently recognized by industry analysts (e.g., Everest, ISG, HFS, etc.) as GBS market leaders and eminence publishers

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Intelligent Supply Chain Operations

Capgemini

Embracing the new supply chain paradigm triggers a lot of questions among our clients

Resilience

How do I optimize inventory allocation for customer retention and revenue protection?

Visibility

How do I integrate workforce and resource information near real time to prevent stock outs or overstocking ?

How do I digitize my supply chain for complete visibility?

Sustainability

How do I track & manage Scope 2 & 3 emissions ?

How do I do report for sustainability audits?

Cost

In a volatile and complex world with geopolitical uncertainties how do I keep my costs in check?

IMPACT

- ↑ 5% Revenue
- ↑ 20% Customer Experience/NPS
- ↓ 40% Cost
- ↓ 20% Working Capital
- ↓ 30% Carbon Footprint

HOW DO WE HELP

Capgemini is an industry leader working with fortune 500 companies to provide data driven, digitally transformed, AI Powered integrated Supply chain **orchestration service** from planning, procurement, production, order management to integrated logistics delivering **sustainable** value outcomes

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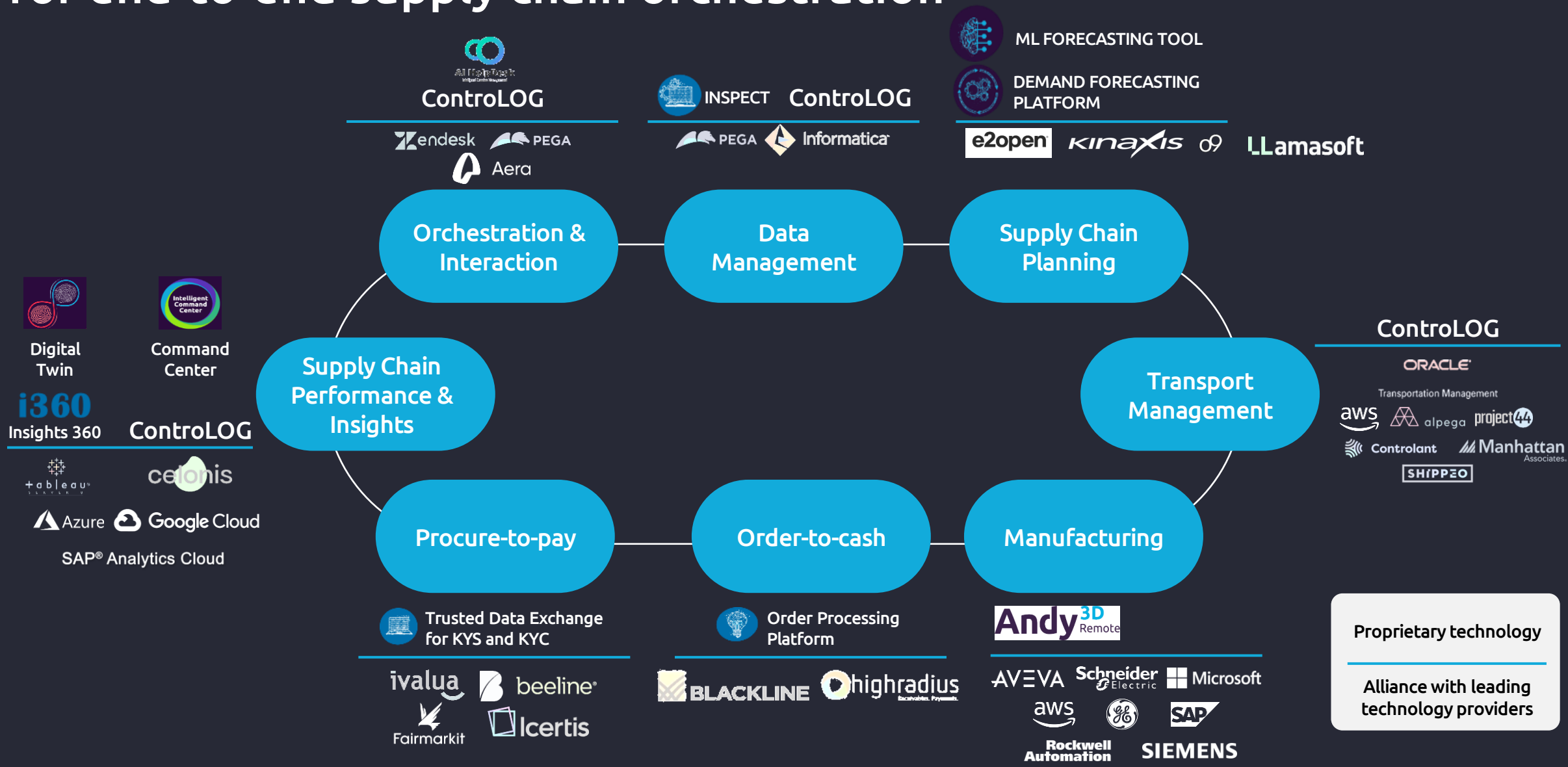
Proprietary Supply Chain Technology and Partner Network
for end-to-end supply chain orchestration



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WE DELIVER INTELLIGENT SUPPLY CHAIN OPERATIONS TO ALL OF OUR CLIENTS' REGIONS – APPLYING PROVEN PRACTICES AND INNOVATIVE TECHNOLOGIES

WE COMBINE OUR EXPERIENCE AND SCALE…

- Over **20+ years** of experience
- Serving **100+ countries**
- Serving **20** clients
- **14** Regional centres
- **3500+** supply chain experts globally
- Averaging **7 years** of client engagement duration

…TO DELIVER A TRANSFORMATIONAL VALUE PROPOSITION

Integrated and **autonomous** supply chain operating models

- **Smart Forecasting & Integrated Business Planning**
- **Agile Order Fulfilment**
- **360 Sourcing & Supplier Collaboration**
- **Integrated e2e MDM**
- **SC Control Tower & Intelligent Automation**

DIGITAL ASSETS WE APPLY

Digital Global Enterprise Model - Mapping of best practice processes across the entire Supply Chain scope

ESOAR methodology – getting Supply Chain operations ready for digital transformation

Blockchain – Capgemini Blue Catalyst solution for Know Your Supplier, to make sure of supplier performance and reliability

Intelligent Automation – various tools ranging from RPA through ML to AI, including chatbots and virtual agents

INTELLIGENT SUPPLY CHAIN DELIVERY CENTRES

TECHNOLOGIES WE USE

R, Machine Learning, Inspect, Power BI, Tableau, KINAXIS, e2open, OM Partners, Anaplan, SAP APO, SAP Ariba, LLamasoft, celonis, PEGA, JIRA, UiPath, blueprism

CLIENTS TRUSTING US

Global CPG Company · Upfield · DELL EMC · European Energy Sector Client

Global Agri Business Company · marico · American Office Supply Retailing Company · Leading Healthcare and Consumer Goods Company

German Precision Mechanical Engineering Company · International Paper · Global Top 10 Conglomerate

Owens Corning · Britannia · Leading Security Services Company · Leader In The Renewable Energy

Global Life Sciences Major · maxeon

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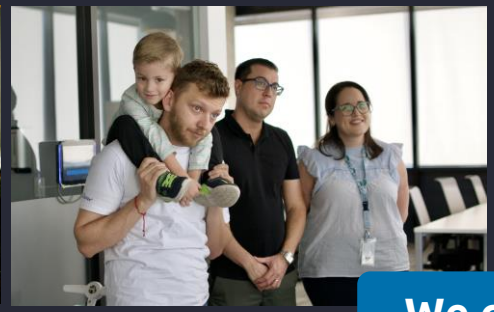
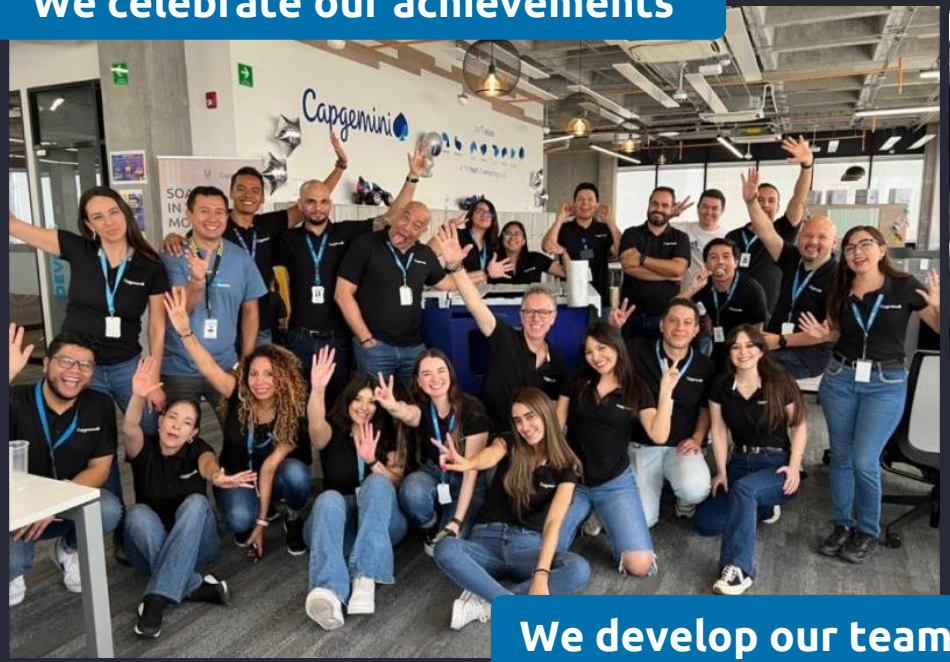
Our people

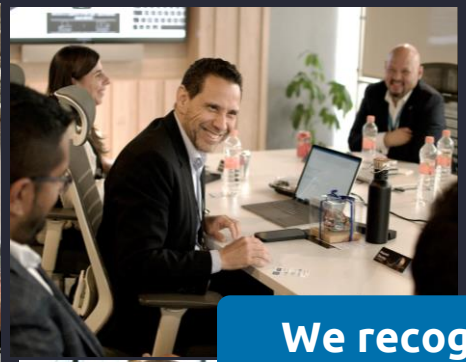
iOPS
INTEGRATED OPERATIONS



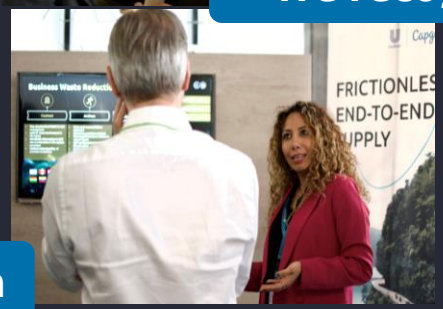
We celebrate our achievements

We care about our people





We recognize our talent



We develop our team

Capgemini | Unilever

Connect with us

Visit our website
www.capgemini.com/mx-es/

Keep up to date

Adriana Torres Nava
Mexico GDC Head
adriana.torres@capgemini.com

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